

PRO - TECH

PEST AND LAWN MANAGEMENT

USING INTEGRATED PEST MANAGEMENT TO EFFECTIVELY REMOVE TOXICS FROM HEALTHCARE FACILITIES

- IPM is a long-term, preventive solution. Pesticides are NEVER used first.
- Pest problems are prevented through building maintenance to seal pests out.
- Good housekeeping eliminates the food and water pests need to survive.
- Traps, boric acid baits and gels, and other “least-toxic” pest products are used only as a last resort, eliminating harmful pesticides from the pest management plan.

IPM goes beyond chemical treatments to take advantage of a much wider variety of pest management techniques. IPM practitioners recognize that pests seek their essential survival needs - food, water and shelter - and that removing these elements or blocking pests' access to them can curb many pest problems long before chemical pesticides are employed.

Pro-Tech Pest and Lawn Management

2150 Trawood Dr. Ste. B200-1, El Paso, TX 79935

www.pro-techpestandlawn.com

hq@pro-techpestandlawn.com

www.facebook.com/protechpestandlawn

(915) 633 - 5675

Why Is Integrated Pest Management The Best Long-Term Solution?

IPM supports several **Environment of Care** standards required for accreditation by the **Joint Commission on Accreditation of Healthcare Organizations (JCAHO)** by helping hospitals manage safety risks, establish and maintain an appropriate environment, and improve the environment.

IPM Addresses More Than Just The Symptoms of A Pest Problem

Non-Integrated Pest Control Programs tend to focus on killing pests while ignoring the reasons why pests are there in the first place, which doesn't do much to prevent recurring problems. By removing or altering the conditions conducive to pest infestations, IPM practitioners can better cure existing infestations and prevent future ones.

IPM Techniques Are Less Toxic and More Targeted

Most people believe routine pesticide applications will prevent infestations. They will not. In fact, unnecessary applications can lead to the development of pesticide resistance in target pest populations and increase problem infestations instead of reducing them. IPM instead relies on routine inspections and monitoring for pest presence. Pesticides are applied as a "last resort" and are applied with precision. The least-toxic formulation is used to get the job done.

IPM Requires Greater Expertise Than Traditional Programs

Managing pests with less pesticide requires a strong working knowledge of pest biology and behavior, current pest control technologies and practices, facility layout, structural characteristics and staff behavior. This is where our **Certified Entomologist Jerry Powers** comes in. With a PhD in Entomology, he has the knowledge and experience necessary to successfully prevent infestations without routine chemical applications.

IPM Is More Effective and Costs Less Long-Term

This is not surprising, since IPM combines many control techniques instead of relying on any one technique. IPM's efficacy advantage has been confirmed by research and in practice in healthcare facilities. This approach is recommended by the U.S. Environmental Protection Agency, Centers for Disease Control and Prevention, and the American Hospital Association, among many others. It is common belief that IPM programs are more expensive than traditional programs. However, IPM is analogous to preventive health maintenance. Long term, it's certainly more cost-effective in terms of time, personnel and materials used to prevent the problem, versus remediate the same symptoms again and again.

IPM Poses Less Risk

Healthcare patients may have compromised immune, neurological, digestive, and respiratory systems that put them at an increased risk of suffering the harmful effects from exposure to pesticides.

Establishing A System of Regular IPM Inspections

Whereas many pest control programs still revolve around regularly scheduled pesticide applications, IPM revolves around regular facility inspections. These inspections are the “engine” for an ongoing cycle of IPM activities that may or may not include chemical treatments. These activities include:

- Inspections
- Pest Identification
- Selection of Control Methods
- Monitoring
- Evaluation

IPM inspections focus on the five “zones” or “triggers” of pest activity: entry points, water sources, food sources, harborages areas, and employee areas. During inspections, all existing pest issues and potential problem areas, inside and out, are noted for follow-up.

Even In The Cleanest Facility, Pests Appear From Time-To-Time

Pro-Tech has included a clear, written policy on how the facility will respond when they do. (See **IPM Policy**.) This policy defines non-chemical and chemical treatment options and the order in which they are considered.

Tracking Progress

Detailed service records are provided by Pro-Tech that document the following:

- Specific locations where pest management work was performed.
- Dates of Service
- Activity Descriptions (e.g. baiting, crack-and-crevice treatment, trapping, etc.)
- Log of any and all applications, including:
 - Target Pest(s)
 - The brand names and active ingredients of any products applied
 - EPA registration numbers of pesticides applied
 - Percentages of mix used in dilution
 - Volume of pesticides used expressed in pounds of active ingredient
 - Facility floor plan where all pest control devices are mapped and numbered
 - Pest Tracking Logs (see **IPM Structural Rounds Checklist**.)
 - Action plans, including structural and sanitation plans, to correct any pest problems
 - Pest sighting memos for staff to use in reporting pest presence

The Results

By utilizing the above mentioned techniques, you will see:

- Fewer pest sightings and patient complaints
- Lower monitoring-station counts over time
- Lower costs after the first 12-18 months, once IPM’s efficacy advantage has had time to take effect

FACILITY NAME HERE IPM POLICY

FACILITY NAME HERE uses Integrated Pest Management to alleviate pest problems with the least possible hazard to people, property, and the environment. IPM emphasizes non-chemical strategies such as sanitation and exclusion to achieve long-term solutions.

Least-toxic pesticides are to be used in FACILITY NAME HERE facilities as a last resort after non-chemical strategies have been exhausted only by certified commercial applicators and only after consideration of the full range of alternatives, based on analysis of environmental effects, safety, effectiveness, and costs. Staff and patients are not permitted in any area where a pesticide has been applied to exposed surfaces for a minimum of seven hours.

Pro-Tech Pest and Lawn Management will maintain a limited list of approved pesticides for use when required. Products will be selected after careful consideration of hazards. The list will be reviewed annually by Pro-Tech Pest and Lawn Management.

When pesticide applications are scheduled for FACILITY NAME HERE managed buildings and grounds, notification shall be provided including:

1. Posting a pest control information sign with the date, time and location of the application and the product applied in an appropriate area and including contact information for additional details. Information must be made available on potential adverse effects of pesticides, derived from Material Safety Data Sheets (MSDS), pesticide product labels, EPA, and other sources.
2. Information will be provided to all individuals working in the building.
3. Information will be provided to any and all staff, patients, and guardians who have requested notification of individual applications of pesticides.

Where pests pose an immediate threat to the health and safety of patients, visitors or employees, FACILITY NAME HERE may authorize an emergency pesticide application and shall notify by telephone any guardian who has requested such notification. Disinfectants, antimicrobials, and self-contained or gel-type pesticide baits applied in inaccessible areas are exempt from posting, notification, and the 7-hour re-entry requirement.

Pro-Tech Pest and Lawn Management will maintain detailed records of all chemical pest control treatments. FACILITY NAME HERE will facilitate the storage of these records for at least three (3) years. Information regarding pest management activities is available to the public at the FACILITY NAME HERE's administrative office. Requests to be notified of pesticide applications may also be made to this office.

FACILITY NAME HERE recognizes that all building occupants have a role in reducing pest problems and reliance on pesticides. It is the policy of FACILITY NAME HERE to take the following preventative measures to eliminate pest-conducive conditions:

1. To reduce potential to introduce pests, especially cockroaches, all food products and other supplies in the food service area will be removed from cardboard shipping containers after arrival. Cardboard will be moved immediately to the recycling storage outside the building.
2. To facilitate cleaning in food service areas and reduce food sources for pests, non-refrigerated food product storage will be on open metal racks. Any new metal racks purchased will have locking wheels for ease in moving to clean under and behind.
3. When events are scheduled that include serving food, the cleaning staff will be informed at least one week in advance in order to arrange for prompt removal of trash and cleaning.
4. Where possible, inspection aisles of 4-6" in width will be maintained between walls and any appliances, stored items and other objects to facilitate visual inspection and regular cleaning. Shelving and hangers will be used in closets and other areas to keep stored objects off floors for ease of cleaning.
5. Upholstered furniture will not be used in areas where eating is permitted.
6. To reduce pest harborage, clutter will be avoided on shelves, in closets and cupboards and other locations. In general, supplies not used within one year will be offered to other staff who may have more immediate use for them, recycled or otherwise properly disposed of.
7. To improve access for cleaning, closets will have stored items placed on shelves, leaving the floor accessible for regular cleaning.
8. To prevent pest access to potential food items, edibles stored in rooms and closets will be stored in plastic or metal containers with tight-fitting lids.
9. To prevent pest access to water, dripping faucets or other leaks will be repaired promptly. Mop buckets will be dumped daily, and damp mops hung from racks, head up, to dry.
10. Dumpsters will be placed away from buildings, on hard, easy-to-clean surfaces, and lids will be kept closed.

11. To maximize staff ability to be full partners in implementing IPM, all new staff will receive training on the IPM program, including in house and contracted cleaning staff. Current staff will receive refresher training at least every two years.

**Structural Integrated Pest Management Program:
Contract Specifications for FACILITY NAME HERE**

Premises covered by this specification:

1. _____
2. _____
3. _____
4. _____
5. _____

(Attach additional list if necessary)

1. GENERAL

- Description of Program: This specification is part of a comprehensive Integrated Pest Management (IPM) program for the premises listed above. IPM is a process for achieving long-term, environmentally sound pest suppression and prevention with a goal of effective pest control without pesticides and only the use of least-toxic pesticides as a last resort. Control strategies in an IPM program include:
 - Structural and procedural modifications to reduce food, water, harborage and access used by pests.
 - Non-pesticide technologies such as trapping and monitoring devices.
 - Coordination among all facilities management programs that have a bearing on the pest control effort.
 - As a last resort, least-toxic pesticide compounds, formulations and application methods that present the lowest potential hazard to humans and the environment.
- IPM Service Requirements: The Service Provider shall furnish all supervision, labor, materials, and equipment necessary to accomplish the monitoring, trapping, pesticide application, pest removal and pest prevention components of this IPM program. Any deviations from this program must be approved by the Chief Operating Officer (COO).

2. PESTS INCLUDED

- The Service Provider shall adequately suppress all pest species that have the potential to affect public health, impede operations or damage property, including but not limited to:
 - Indoor populations and invading individuals of rodents, insects, arachnids, and other arthropods.
 - Outdoor populations of potentially indoor-infesting species that are within the property boundaries of the specified buildings.
 - Nests of stinging insects within the property boundaries of the specified buildings.
 - Termites and other wood-destroying organisms.
 - Birds, bats, small mammals, and all other vertebrates.
 - Mosquitoes.

3. PEST CONTROL PERSONNEL

Throughout the term of this contract, all personnel providing on-site pest control service must maintain certification as commercial pesticide applicators in the appropriate categories for the facilities listed above. Uncertified individuals working under the supervision of a certified applicator will not be permitted to provide service under this contract.

4. SERVICE PROVIDER IPM PLAN

The Service Provider shall submit to the COO an IPM Plan at least five (5) working days prior to the starting date of the contract. If aspects of the Plan are incomplete or disapproved by the COO, the Contractor shall have two (3) working days to submit revisions. The IPM Plan shall consist of three parts as follows:

A. Pesticide Labels and MSD Sheets: The Service Provider shall provide current Labels and Material Safety Data Sheets for all pesticides that will potentially be used in the pest control program.

B. Service Schedule(s): The Service Provider shall provide a schedule of routine pest control inspections for each building serviced under this contract, including frequencies of inspections, areas at each facility to be given special attention (e.g., food storage, preparation and serving areas; washrooms; custodial closets; mechanical rooms; entryways) and specific day(s) of the week on which the inspections will be performed.

C. Commercial Pesticide Applicator Licenses and Certificates: The Service Provider shall provide a photocopy of the State-issued Commercial Pesticide Applicator License for every Contractor performing on-site pest control service under this contract, and a photocopy of the State-issued Commercial Pesticide Applicator Certificate for every pest management professional (PMP) performing on-site pest control service.

The Service Provider shall receive the approval of the COO prior to implementing any subsequent changes to the approved Service Provider IPM Plan, including additional or replacement pest control products. The Service Provider will review and update the Service Provider IPM Plan annually, including updating MSDS/labels as needed.

5. RECORD KEEPING

The Service Provider shall be responsible for maintaining an IPM logbook or file for each building specified in this contract. These records shall be kept on-site and maintained on each visit by the PMP performing pest control service. Each logbook or file shall contain at least the following items:

A. IPM Plan: A copy of the Service Provider's approved IPM Plan, including pesticide Labels and MSDS sheets for all pesticides that will be potentially used in the building, service schedule for routine pest control inspections, and photocopies of the relevant Commercial Pesticide Applicator Licenses and Certificates.

B. Building Occupant Log Form: These forms will be used to advise the Service Provider of routine service requests and pest sightings by building occupants.

C. Service Provider's Report Forms: Customer copies of the Service Provider's signed and dated Service Report Form, documenting all information on services provided including pesticide applications required by State and local statute. This form must also indicate any recommendations made by the Service Provider for additional action advisable by the customer, e.g., structural or plumbing repairs required to limit pest access to the building or to food and water resources; improvements in sanitation, etc. A copy of this form must also be provided to the COO within one week of the service.

D. Service Provider Products and Devices: All bait stations, snap traps and glue boards or other devices left behind by the Service Provider are to be dated, numbered and listed on the Service Provider Report Form and checked on each subsequent visit until removed. All such devices shall be removed when full, dirty and no longer effective, or no longer needed.

6. MANNER AND TIME TO CONDUCT SERVICE

A. Time Frame of Service Visits: Frequent and complete communication between the Service Provider and the facility manager is critical for a successful outcome. Routine pest control services that do not adversely affect staff or patient health or productivity shall be performed during the regular building hours of operation. When it is necessary to perform work outside of the regularly scheduled service time set forth in the Service Provider IPM Plan, the Contractor shall notify the COO and/or facility manager at least one day in advance.

B. Safety and Health: All pest control work shall be in strict accordance with all applicable Federal, State, and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent will apply.

C. Special Entrance: Certain areas within some buildings may require special instructions for persons entering them. Any restrictions associated with these special areas will be explained by the COO. The Service Provider shall adhere to these restrictions and incorporate them into the Service Provider IPM Plan.

E. Uniforms: All Service Provider representatives working in or around the buildings specified in this contract shall wear distinctive uniforms identifying the name of their employer.

F. Vehicles: Vehicles used by the Service Provider shall be identified in accordance with State and local regulations.

7. SPECIAL REQUESTS AND EMERGENCY SERVICE

On occasion, the COO may request that the Service Provider perform corrective, special or emergency service(s) that are beyond routine service requests such as removal of a stinging insect nest. The Service Provider shall respond to these exceptional circumstances and complete the necessary work within twenty-four (24) hours after receipt of the request.

8. INSECT CONTROL

A. Emphasis on Non-Pesticide Methods: Non-pesticide methods of control shall be used wherever possible. For example:

1. Portable vacuums rather than pesticide sprays shall be the standard method for initial cleanouts of cockroach infestations, for swarming (winged) ants and termites, and for control of spiders in webs.

2. Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.

B. Application of Insecticides to Cracks and Crevices: As a general rule, all insecticides shall be applied as "crack and crevice" treatments only, defined in this contract as treatments in which the formulated insecticide is not visible to a bystander or accessible to children during or after the application process.

- C. Application of Insecticides to Exposed Surfaces or as Space Sprays: Application of insecticides to exposed surfaces or as space sprays (“fogging”) shall be restricted to exceptional circumstances where no alternative measures are practical. The Service Provider shall obtain approval of the COO prior to any application of insecticide to an exposed surface or any space spray treatment. No surface application or space spray shall be made while staff, patients or visitors are present. The Service Provider shall take all necessary precautions to ensure staff, patient and visitor safety, and all necessary steps to ensure the containment of the pesticide to the site of application.
- D. Insecticide Bait Formulations: Bait formulations shall be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.
- E. Monitoring: Sticky traps shall be used to guide and evaluate indoor insect control efforts wherever necessary.

9. RODENT CONTROL

- A. Indoor Trapping: As a general rule, rodent control inside buildings shall be accomplished with trapping devices only. All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Trapping devices shall be checked on a schedule approved by the COO. The Service Provider shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.
- B. Use of Rodenticides: In exceptional circumstances, when rodenticides are deemed essential for adequate rodent control inside buildings, the Service Provider shall obtain approval of the COO prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife and domestic animals, or in EPA-approved tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.
- C. Use of Bait Boxes: All bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Service Provider shall adhere to the following five points:
 - 1. All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.
 - 2. The lids of all bait boxes shall be securely locked or fastened shut.

3. All bait boxes shall be securely attached or anchored to floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.
4. Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.
5. All bait boxes shall be labeled on the inside with the Service Provider's business name and address, and dated by the Service Provider at the time of installation and each servicing.

10. USE OF PESTICIDES

The Service Provider shall be responsible for application of pesticides according to the label and all applicable regulations. All pesticides must be registered with the U.S. Environmental Protection Agency (EPA), State and/or local jurisdiction unless prior approval is given by the COO. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable Federal, state, and local laws and regulations.

The Service Provider shall adhere to the following rules for pesticide use:

- A. Rentry Time, Posting and Notification: Pesticides may not be applied where staff, patients or visitors will be present within seven hours after the application. At least seventy-two hours prior to a pesticide application, the Service Provider shall post an 8 ½ x 11" pest control information sign both at the site of the application and near the facility reception area where it will be seen by visitors entering the facility. This posting shall include the date, time and location of the application, the product applied, potential adverse effects from the Material Safety Data Sheet (MSDS) and the pesticide label, and include the Service Provider name, address and telephone. Service Provider shall also provide this information to the facility director who will use this information to notify staff and patients who have requested notification. Emergency applications, where pests pose an immediate threat to the health and safety of patients, visitors or employees, disinfectants, anti-microbials and self-contained or gel-type pesticide baits applied in inaccessible areas are exempt from posting, notification and the 7-hour reentry requirement.
- B. Approved Products: No pesticide product shall be applied that has not been included in the Service Provider IPM Plan or approved in writing by the COO.
- C. Pesticide Storage: The Service Provider shall not store any pesticide product in the buildings specified in this contract.

- D. Application by Need: Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area, and only after all non-toxic means have been exhausted and shown to be unsuccessful. Requests for preventive pesticide treatments in areas where surveillance indicates a potential insect or rodent infestation will be evaluated by the COO on a case-by-case basis. Written approval must be granted by the COO prior to any preventive pesticide application.
- E. Minimization of Risk: When pesticide use is necessary, as a last resort the Service Provider shall employ the least hazardous material, most precise application technique and minimum quantity of pesticide necessary to achieve control.

